

Class 4 Student Activities

Activity 11-1

Name _____ Date _____

Introduction

The EMS station is often a visible organization in a municipality. Citizens routinely come into the local EMS station seeking information about community insurance information, scheduling station tours, looking for directions, and questions about the community itself. The EMS officer must be prepared to answer these questions in a manner that serves the citizen while casting a favorable impression of the EMS department.

Directions

Read the activity scenario below and complete the exercises that follow.

Activity

Mrs. Defenbach has come to EMS station 2 to request information about the your ambulance service subscription plan. She has the following questions:

- Why should I subscribe to the plan?
- What does the plan cover?
- How long is the plan good for?

She mentions that she has lived at her house for almost twenty years, and in all of that time couldn't recall ever having to call for an ambulance. As the EMS officer on duty, it is your responsibility to assist her. Following further inquiry you determine that Mrs. Defenbach has recently been discharged after having a heart catheterization and is concerned about timely response to her house.

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1. Describe the strategy that you would use to assist Mrs. Defenbach.

a. _____

b. _____

c. _____

d. _____

e. _____

f. _____

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Activity 19-1

Name _____ Date _____

Introduction

In EMS Service agencies, Crew Resource Management (CRM) addresses six (6) areas-

- Communication
- Teamwork
- Task allocation
- Critical decision-making
- Situational awareness
- Debriefing

Activity

Working in your group, identify how you would use the CRM model to handle the following scenarios:

- Your crew is responding to the Interstate for a Tractor Trailer on its side on the left lane going in the north bound direction, the driver is pinned in the cab of the truck.
- During a snowstorm, your rescue squad is called for a patient having chest pain. The patient lives a half mile off the main road. There is about a foot of snow on the ground. Neither the road leading to his house nor his driveway has been plowed.
- Your County is hosting the annual girls' national softball championship. There are 200 girls and parents staying in the area. The weather forecast has changed from favorable to extremely high temperatures and humidity level. The number of calls related to high temperatures are beginning to increase and you need to be ready to respond for this spike in call volume.
- You are responding to a cardiac arrest for a 70-year-old male in his apartment. He lives on the 3rd floor. Upon your arrival, you initiate proper care and the patient regains a pulse. The elevator is out of service so you need to transport the patient down the stairs.

Select a spokesperson and be ready to report out to the class.